

20.6 EDL Interview Process

I. EDL Interview Requirements

- A. The interview is an integral step in the EDL application process. The interview is designed to further establish a connection between the customer, the application documents presented, and the responses provided on the interview questionnaire form. EDL Approvers will look for behaviors that may suggest an imposter or intent to commit fraud. This additional step, coupled with a careful examination by trained staff of each and every identity and citizenship document presented will significantly increase the reliability of the EDL application and approval process.
- B. LSRs assigned to the Customer Service Booth (CSB) will hand out the Enhanced Driver License/Enhanced ID Interview Questionnaire (DLE 520-016) to customers applying for an EDL ([Refer to Section 2.5](#)). Do not hand out the questionnaire to customers age 10 or younger or customers who are unable to complete the Questionnaire by themselves (See V below). At LSO's without a CSB the Questionnaire will be made available to each EDL customer as soon as possible. Customers may fill-out the Questionnaire while waiting to be called by the intake LSR. If needed the customer will be given additional time to complete the form while the intake LSR is creating the DFS EDL case record. If the customer needs more time to complete the form, return the Questionnaire to the customer, with a clipboard and a pen. Ask the customer to return the completed questionnaire to the counter to continue the application.
 - 1. Ask the customer to make their responses legible and to complete the questionnaire completely and in a timely manner.
 - 2. Ask the customer to sign, and indicate the date and place signed at the bottom of the questionnaire confirming that the responses provided on the form are true and correct.
 - 3. Ask the customer to return the clipboard and questionnaire to the intake LSR upon completion.
 - 4. Once the Interview Questionnaire is returned by the customer, LSRs will not make additions or corrections or ask the customer to make additions or corrections to responses on the EDL Questionnaire.
 - 5. The LSR will inform the customer, if asked, to write their responses in English.
 - 6. EDL Approvers may contact the Language Line for interpretation services when EDL customers with limited English require assistance. (See VII. below).
 - 7. EDL Approvers will read the questions as written to the customer and enter the customer's answers on the Interview Questionnaire if the customer is unable to enter written responses on the Questionnaire and is not assisted by a relative or guardian (see V, C below). The Approver will indicate on the questionnaire the reason that the customer was unable to complete it. The Approver will scan the completed form when completed. Write on only one side of the form. Do not write on the back.
 - 8. The intake LSR will scan the completed Questionnaire (except as noted in #6 above, and, with the exception of customers age 10 or younger), along with the customer's citizenship, identity, and residence documents. The questionnaire will be kept with the customer's documents for the Approver to review.

II. EID Interview Questionnaire

- A. The customer will be asked to provide the following information in the appropriate boxes on the Questionnaire. Use the Follow-up form if the customer leaves a box blank or gives incomplete information.
 - 1. Name (Last, First, Middle) Date of birth
 - 2. Place of birth (City, state, country)
 - 3. Telephone number
 - 4. Mother's maiden name (Last, First, Middle)
 - 5. Mother's place of birth (City, state, country)
 - 6. Father's full name (Last, First, Middle)
 - 7. Father's place of birth (City, state, country)
- B. The customer will be asked to provide their answers to the following questions:
 - 1. Your enhanced card's photo will be put through a one-to-many biometric matching process. Your enhanced card will have both a radio frequency identification microchip (RFID) and an embedded antenna. Are these procedures acceptable to you?
 - a. If the customer answered "yes", continue with the application
 - b. If the customer answered "no", use the Follow-up form (see III. below) to clarify the answer. If, after clarification, the answer is still "no" the customer is not eligible for an EDL and the application is discontinued.
 - 2. At the time of your birth in the U.S., was your father or mother a foreign diplomat or foreign government employee?
 - a. If the customer answered "yes" and was born in the U. S., use the Follow-up form (see III. below) to clarify the answer. If, after clarification, the answer is still "yes", the customer may not be eligible for EDL issuance. Contact an EDL Tech before referring the customer to the Department of State to apply for a passport or passport card.
 - b. If the customer answered "yes and was born outside the U. S use the Follow-up form (see III. below)
 - c. If the customer answered "no" and was born in the U. S, continue with the application.
 - d. If the customer answered "no" and was born outside the U. S., use the Follow-up form (see III. below)
 - e. If the customer answered "NA" and was born in the U. S. use the Follow-up form (see III. below)
 - f. If the customer answered "NA" and was born outside the U.S., continue with the application.
 - 3. Have you ever renounced or lost your U.S. citizenship?
 - a. If the customer answered "yes", use the Follow-up form (see III. below) to clarify the answer. If, after clarification, the answer is still "yes", the customer may not be eligible for EDL issuance. Contact an EDL Tech before

- referring the customer to the Department of State to apply for a passport or passport card.
- b. If the customer answered “no”, continue with the application.
4. The EDL is not proof of citizenship for any benefits, for employment, or for purposes of filing immigration documents for a family member. Do you understand that the EDL/EID only denotes your citizenship for land and sea border-crossing purposes?
 - a. If the customer answered “yes”, proceed with the application
 - b. If the customer answered “no”, use the Follow-up form (see III. below) to clarify the answer. If, after clarification, the answer is still “no” the application is discontinued. Offer a copy of the EDL brochure for the customer to review.
 5. Do you currently hold or have you ever held an ID card or DL in any other state or jurisdiction?
 - a. If the customer answered “yes” and no previous state(s) or names are entered in the comments area, use the Follow-up form (see III. below) clarify the answer and list all previous state(s) and names used.
 - b. If the customer answered “yes” and the previous states and names are listed in the comments area, continue with the application.
 - c. If the customer answered “yes” and the previous states and/or names are not listed in the comments area, use the Follow-up form (see III. below)
 - d. If the customer answered “no”, continue with the application.
 - e. If the customer answered “no” and presented a valid out of state drivers license, use the Follow-up form (see III. below)
 6. Do you live at the physical address you provided?
 - a. If the customer answered “yes”, continue with the application
 - b. If the customer answered “no”, use the Follow-up form (see III. below) to clarify the answer and any explanations the customer wrote in the comments area.
 - c. If the customer answered “yes” or “no” and/or listed an address, use the Follow-up form (see III, below)
 7. Have you used any other names in the past, including any legal name changes due to marriage or court order?
 - a. If the customer answered “yes” and no previous names are entered in the comments area, use the Follow-up form (see III. below) to clarify the answer and list all previous names used.
 - b. If the customer answered “no” and the current last name matched the father’s last name, continue with the application.
 - c. If the customer answered ‘no’ and their current last name does not match the father's last name listed on the Questionnaire, use the Follow-Up Form to clarify if they used a maiden name or some other last name.

- d. If the customer answered “no” and presented documents showing different names, use the Follow-up form (see III. B. below).

C. Reviewing the EDL Interview Questionnaire

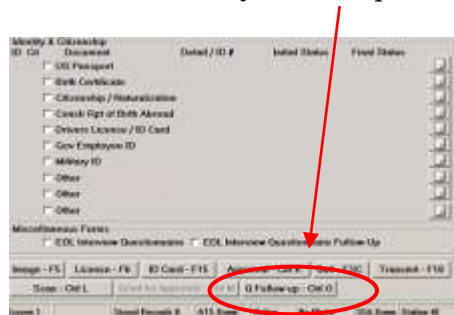
1. The Approver will review and evaluate the customer’s written responses to the Questionnaire to establish a link between the customer and the documents presented. EDL Approvers will evaluate the customer’s application documents, and will have a conversation with the customer to confirm the customer’s identity, citizenship and residency.

The EDL Approver **will** ask the customer:

- a. May I verify your full name and would you please spell it for me?
 - b. Have you ever used a different name?
 - c. Where did you say your parents were born?
 - d. The address you provided shows you live in {____}. How long have you lived there?
2. If the customer’s verbal responses and behavior is acceptable and consistent with the documents and written responses presented, the EDL Approver will finalize the customer’s EDL application. When the responses cannot be verified due to limited information on the customer’s documents, and the EDL Approver has no questions or indication of possible fraud, the Follow-up form (see III. below) will not be required.

III. Questionnaire Follow-up

- A. If the customer’s verbal responses are questionable or do not match with the responses provided on the Questionnaire, or the responses do not match the documents presented, or if the customer’s response to a question needs clarification:
 1. The EDL Approver will use the form “Enhanced Driver License/Enhanced ID Interview Questionnaire Follow-up” (Follow-up form) to document any additional questions and customer responses. Use this form to further establish a link between the customer and the documents presented, and to determine the customer’s eligibility for EDL card issuance.
 - a. To access this PDF form, from the DFS EDL application screen (DFS 185/186) select “Q Follow-up – Ctrl O”.



- b. This form does not require a customer signature and will not appear on the customer monitor. There should be no need to print the completed form.
 - c. **After completing the form, select the “Transmit F10” button to send the form to Driver Headquarters Imaging.**
- B. When documents show differing names and question #7 is answered “No”, ask:
 - 1. “You indicated that you have not used any other names, however, the name on your citizenship document is not shown on every document. Have you used any other names in the past?”
 - a. If the customer has used any other names in the past, write the names in the “comments” section for this question.
- C. When documents are suspect or unacceptable, ask:
 - 1. “Where did you get this/these document(s)?”
 - 2. “Do you personally know who issued this/these document(s) to you?”
 - a) If yes, ask for that person’s name and contact information.
- D. The Approver will use the space provided on the lower half of the Follow-up form to document any other questions and answers.
 - 1. Write the question asked and the customer’s response as accurately as possible.
 - 2. Follow-up questions must be related to the documents presented or the customer responses on the Questionnaire.
- E. More than one Follow-up can be used, however, only the most recently submitted form will be viewable in the Approval Screen.

IV. Completing the Interview

- 1. When the required interview questionnaire forms have been reviewed the Approver will check the box “Interview Complete” on DFS screen 187, confirming that the customer’s responses have been reviewed, the customer has been linked to the application documents, and the interview, the answers provided on the questionnaire and follow-up questionnaire, if needed, have been satisfied.

V. Children and Persons with Disabilities

- A. Although an EDL Interview is not required for children ten years of age or younger, the Questionnaire is still required.
 - 1. The Intake LSR will create the DFS application and scan the citizenship, identity and residency documents.
 - 2. The EDL Approver will ask the parent or guardian to enter their telephone number and a response to question number 1.
 - 3. The EDL Approver will ask the parent or guardian to sign on the applicant signature line.
 - 4. The EDL Approver will enter the customer’s name and date of birth.

5. At the top right hand corner of the Questionnaire the EDL Approver will write "Child age 10 or younger".
 6. The EDL Approver will scan the completed Questionnaire along with any other necessary DOL business forms requiring scanning using the Kodak 500 scanner (refer to Section 20.5)
- B. A parent may assist their child who is 11-12 years of age when completing the Questionnaire.
- C. Developmentally disabled customers of any age or a customer who cannot complete the Questionnaire due to their medical condition may be assisted by a relative or guardian when completing the Questionnaire.
1. The relative or guardian will sign their own signature on the Questionnaire when completing the form.

VI. Possible Fraud Application

- A. During the process of conducting the EDL interview, if the LSR believes that a customer may have submitted a fraudulent EDL application, the LSR will refer to Manual [Section 20.16](#), EDL - Possible Fraud.

VII. Language Line

- A. Use English when conducting the EDL interview.
- B. EDL Approvers may contact the Language Line for interpretation services for EDL customers with limited English. This service is available 24/7. Use a speaker phone in a private conference room, check-out room, or supervisor office when calling the Language Line. Bilingual LSR cannot be used for interpretation for the EDL interview.
1. Follow these steps to use the Language line:
 - a) Dial 1 (866) 874-3972
 - b) Enter the 6-digit client ID number 543530. (You may press 0 or stay on the line for assistance)
 - c) Press 1 for Spanish, or
 - d) Press 2 for all other languages (Speak the name of the language at the prompt)
 - e) Brief the Interpreter. Summarize what you wish to accomplish.
 2. LSR use of the Language Line is limited to EDL interviews only.